CBP One™ - Traveler
Submit Advance Information
User Guide

U.S. Customs and Border Protection

Table of Contents

CBP One is a mobile application that serves as a single portal to a variety of CBP services. Through a series of guided questions, the app will direct each type of user to the appropriate services based on their needs.

The first section of this user guide will walk you through the major features of the CBP One application, focusing solely on the Traveler – Land persona. The second section will walk you through the desktop website version of this app.
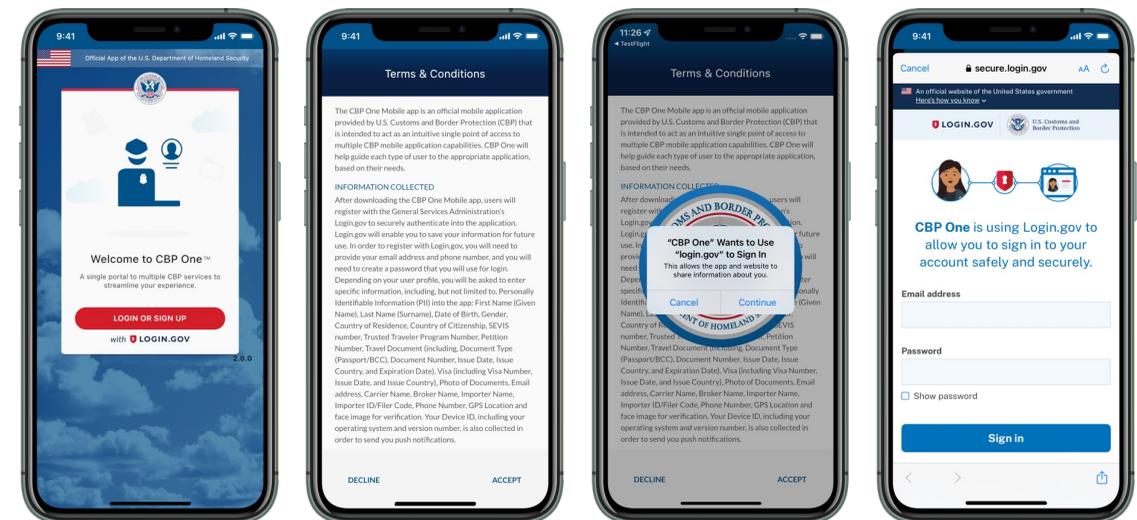
To Access CBP One
Download CBP One™ from the Apple App Store or Google Play Store.

Questions? Contact us at: CBPOne@cbp.dhs.gov

Sign in with Login.gov
The app will redirect to login.gov where you can either create an account or login to an existing account.
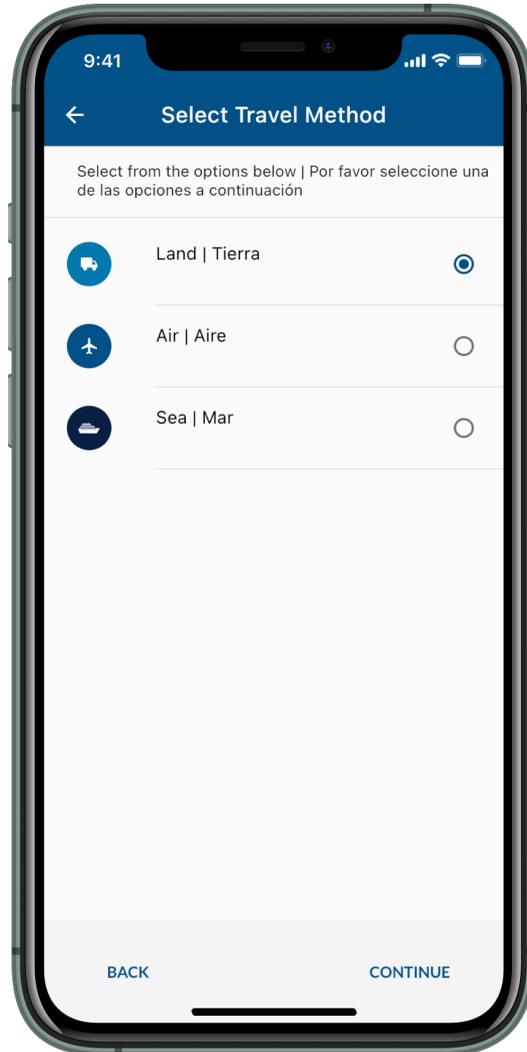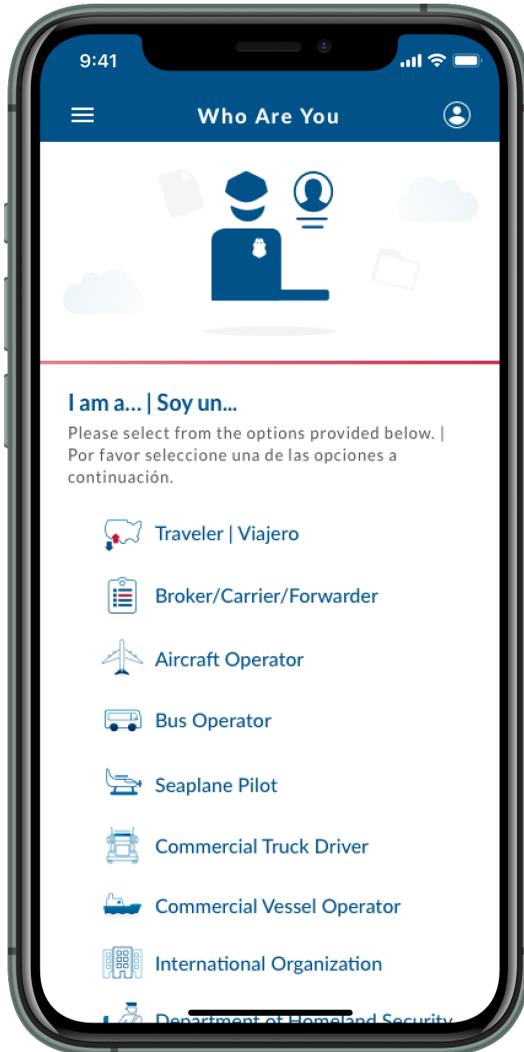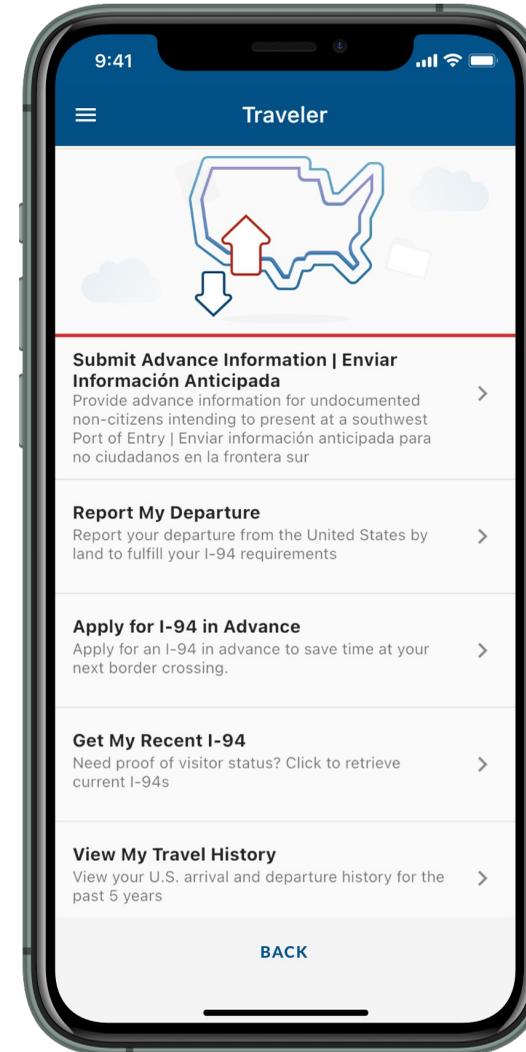
1) Who Are You
To begin, select "Traveler | Viajero", then select "Land | Tierra."

2) Traveler Options
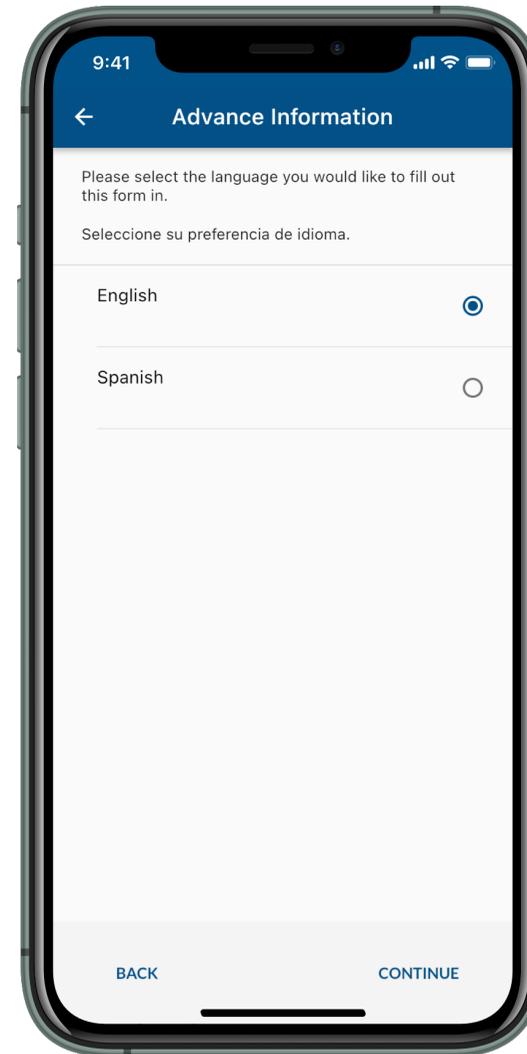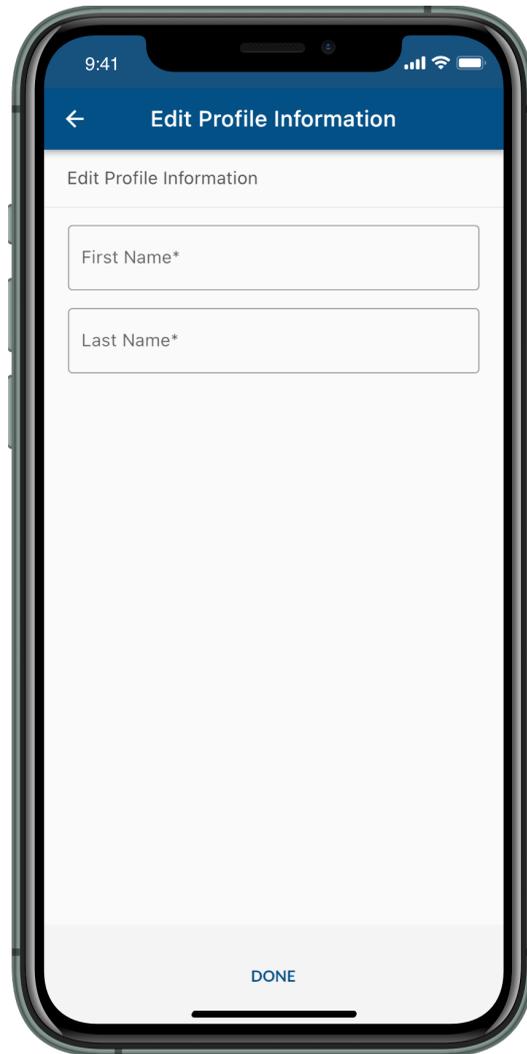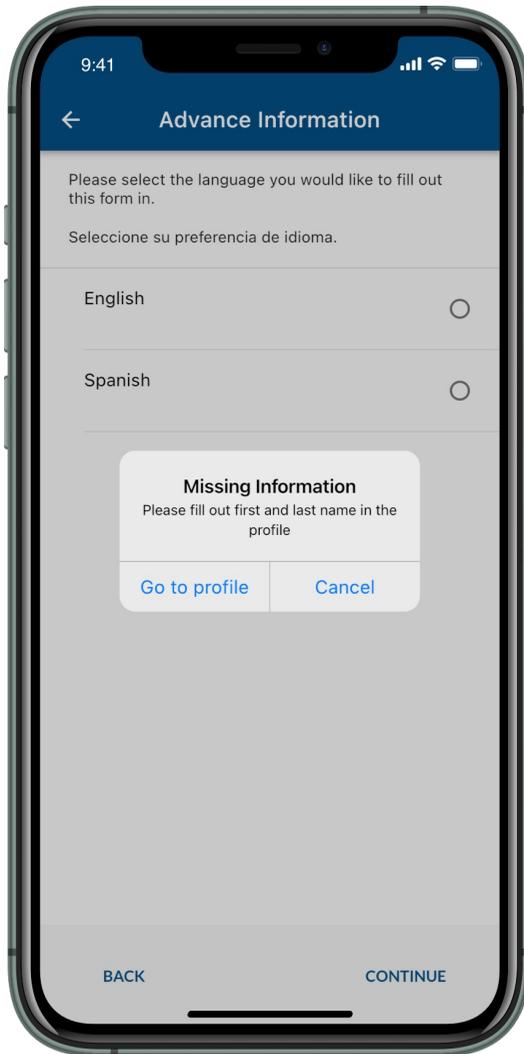Select "Submit Advance Information | Enviar Información Anticipada."

3a) Missing Information

If a pop-up appeared, select "Go to Profile," fill out the fields, select "Done," and proceed to Step 3b. Otherwise, proceed to Step 3b.
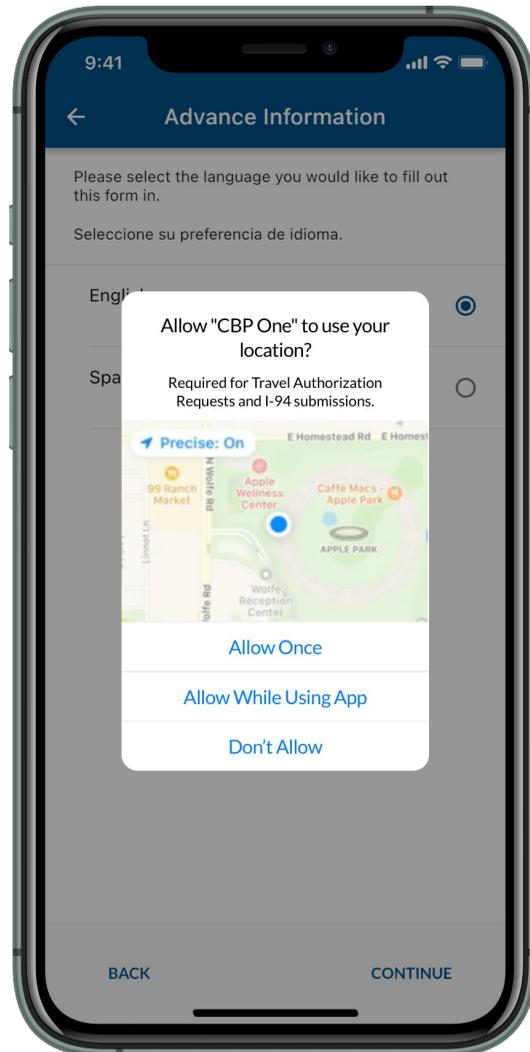
3b) Language Preference

Select your preferred language and select "Continue."

4) Location Permissions

A pop-up requesting permission to use location services will appear. Select "Allow Once" or "Allow While Using App."
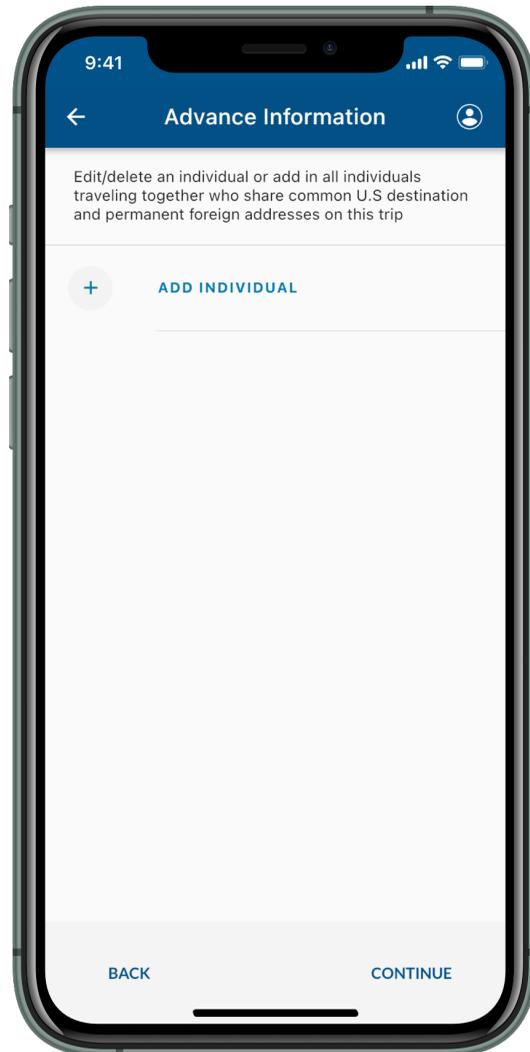
5) Submit Advance Information
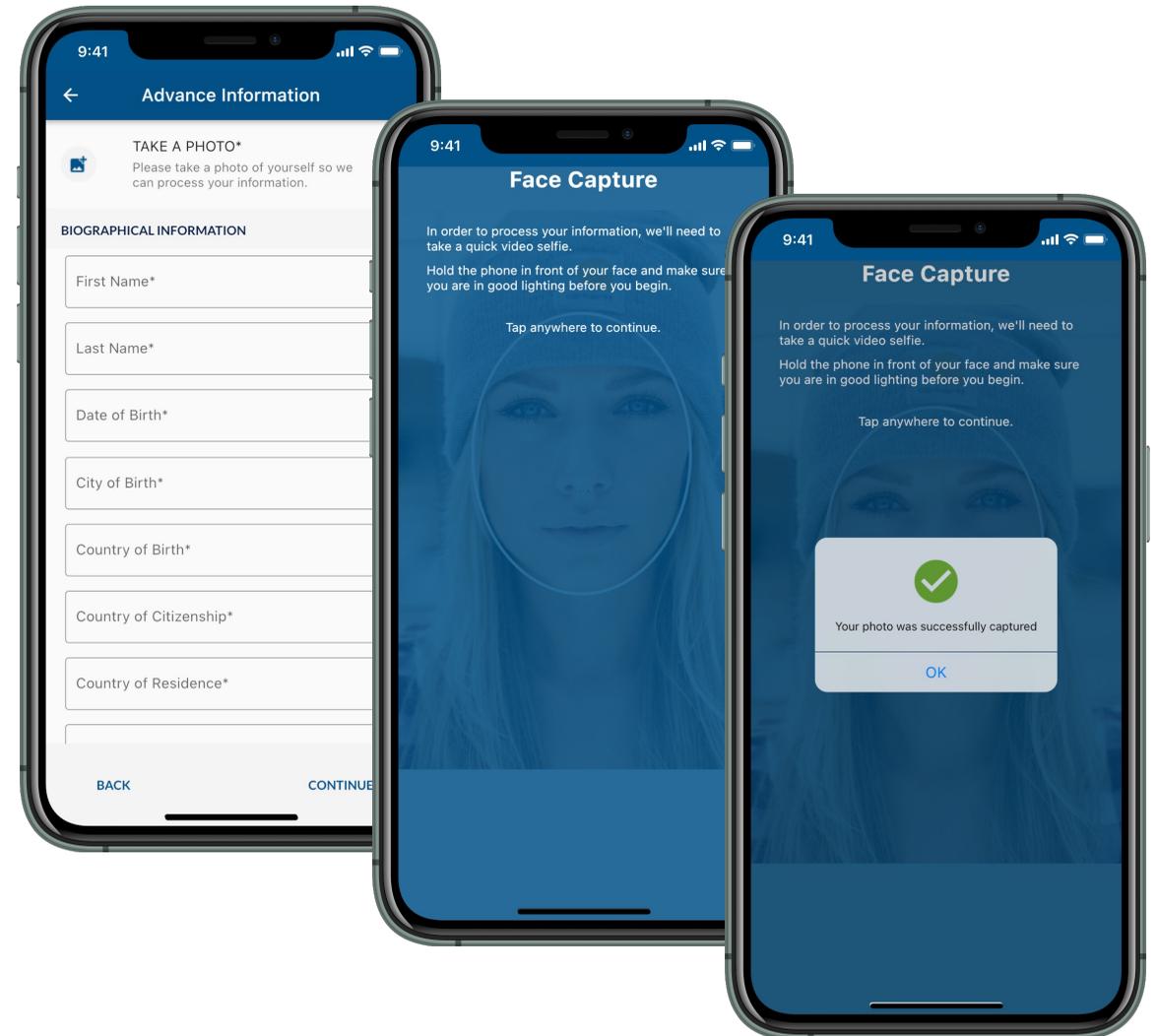
Select "Submit Advance Information."

6) Add Individual
Select "Add Individual."

7) Take a Photo
Select "Take a Photo" and follow the instructions on-screen.

8) Biographical Information
Fill out the fields and select "Continue."

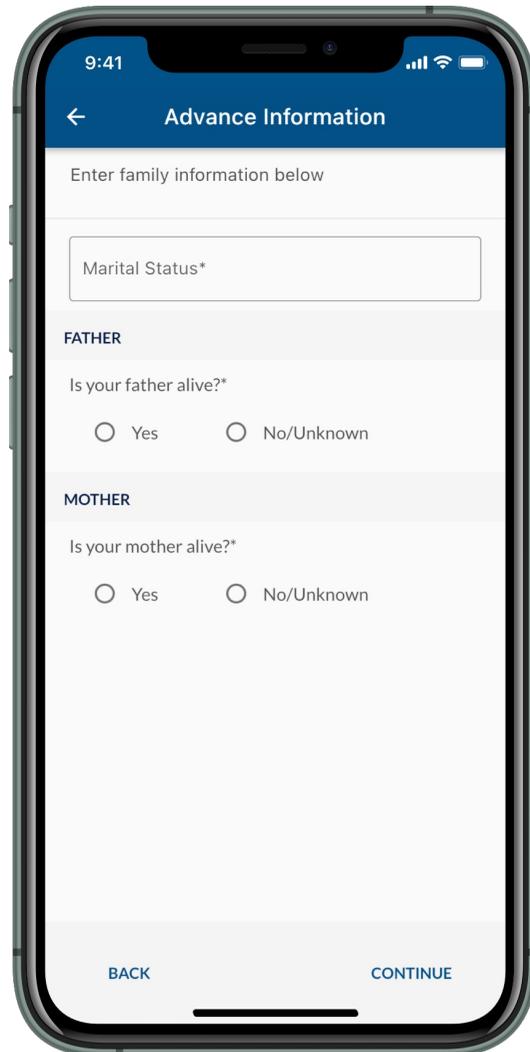## 9) Additional Information
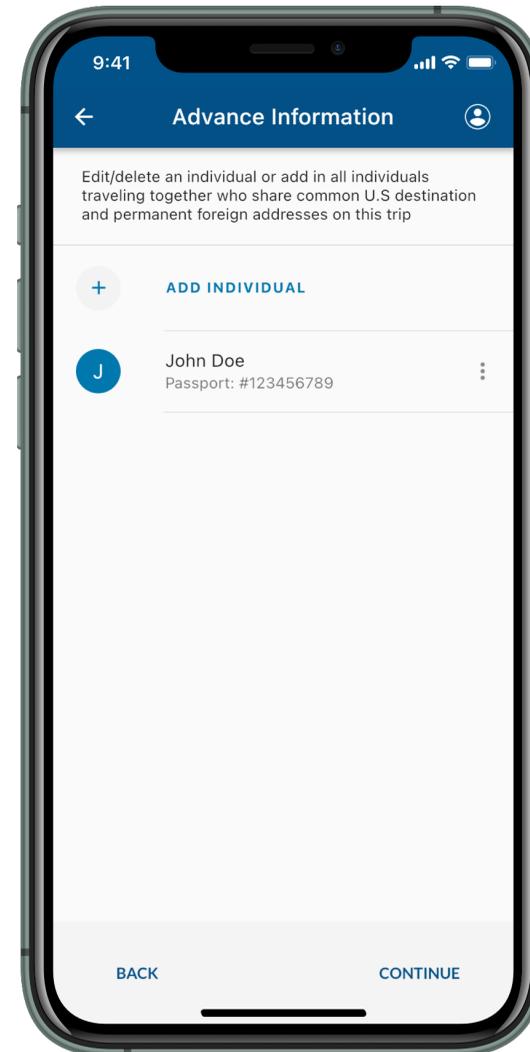Fill out the fields and select "Continue."

10) Family Information
Fill out the fields and select "Continue."

11) Individuals
Repeat Steps 6-10 for each additional individual. Ensure all individuals present are listed, then select "Continue."

12) USA Address Information

Fill out the fields and select "Continue."

13) Additional Information

Fill out the fields and select "Continue." If you are currently within close proximity of the Mexico border, proceed to Step 14. Otherwise, skip to Step 15.

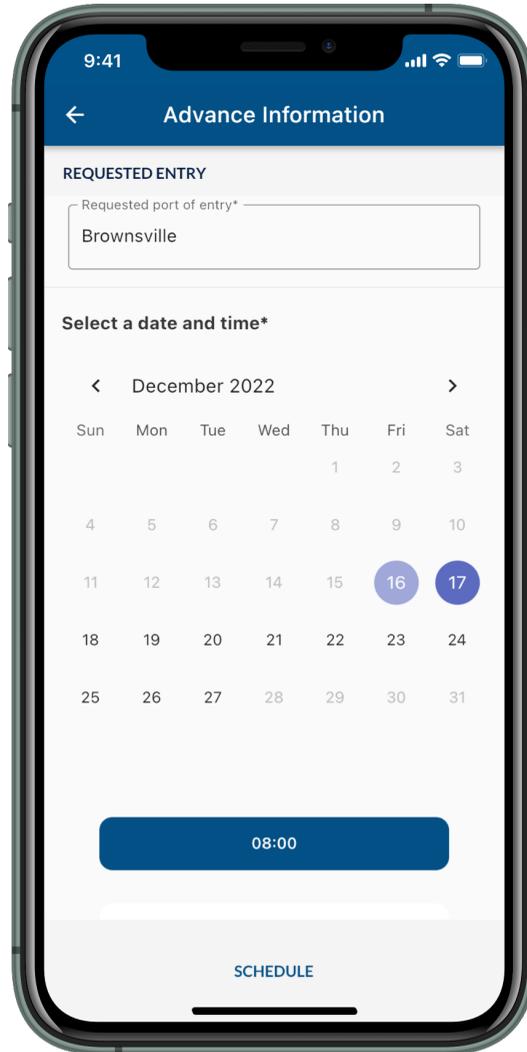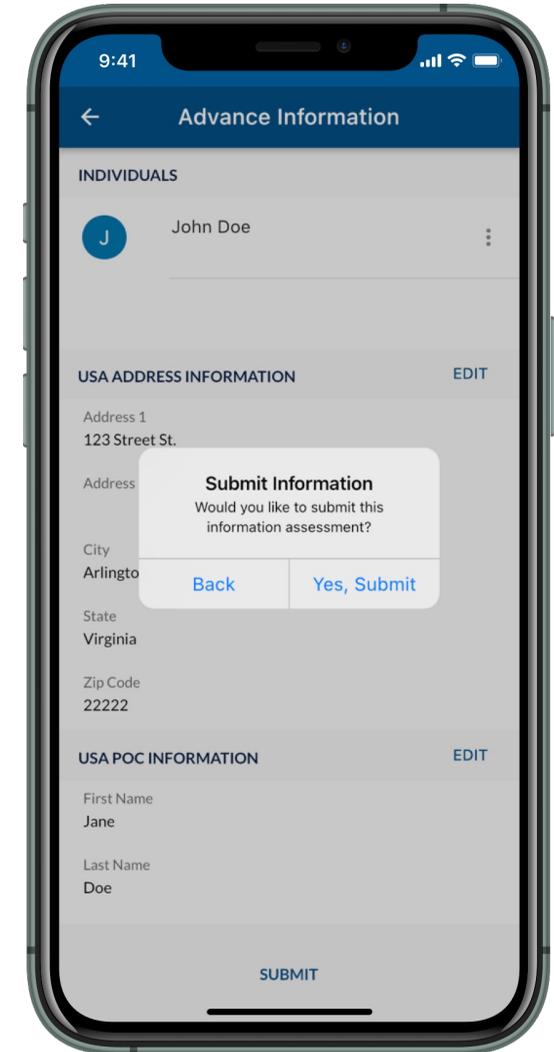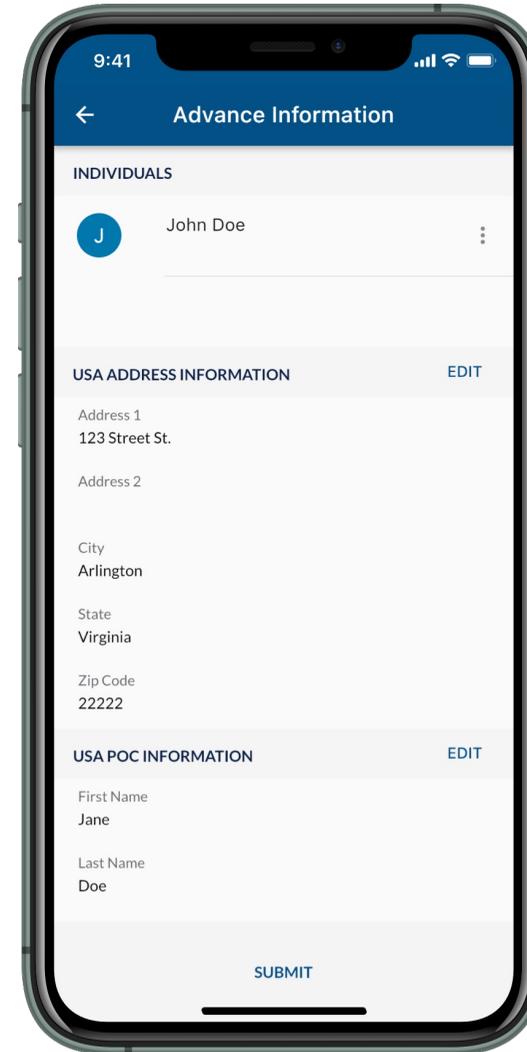## 14) Schedule Your Entry

Select requested port of entry, then select a date and time. Select "Continue." Proceed to Step 15. Note: You may submit your information without selecting a date and time, but you will need to select a date and time later.

## 15) Submit Advanced Information

Review the screen and ensure that all information is accurate, then select "Submit." Review the pop-up and select "Yes, Submit." If you scheduled your entry, proceed to Step 16a. If you did not, skip to Step 16b.

16a) Confirmation Page

Once the information has been submitted, you will be directed to a confirmation page where you can cancel or reschedule your entry. Please save your confirmation number.
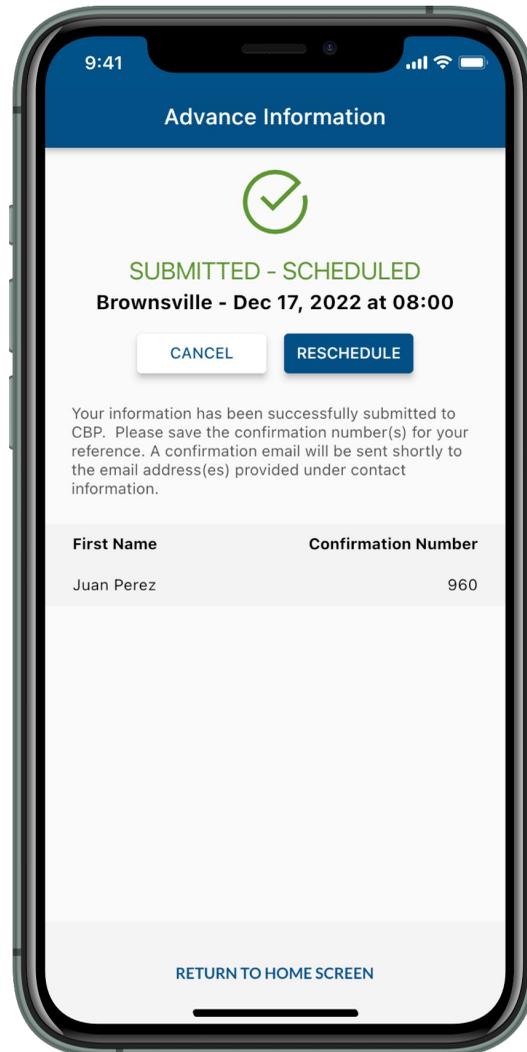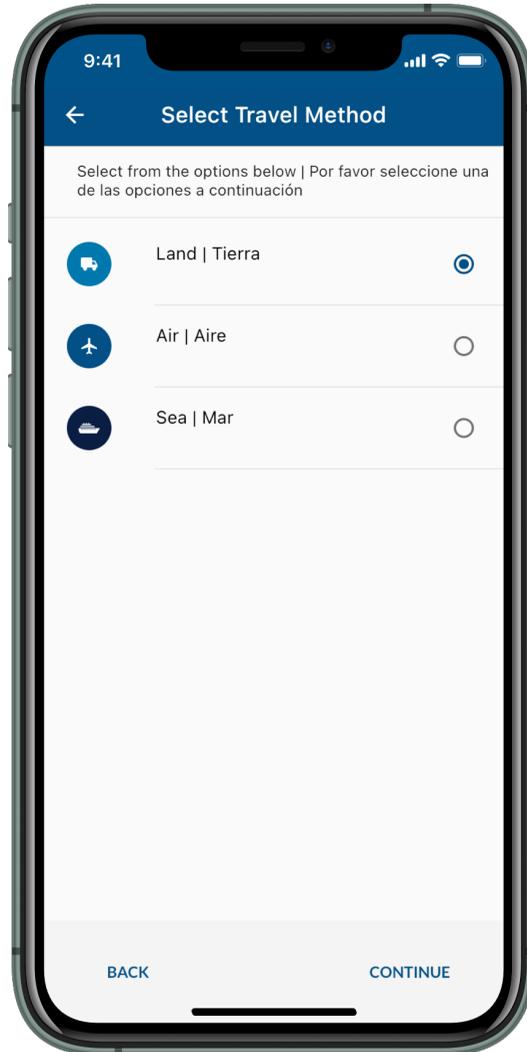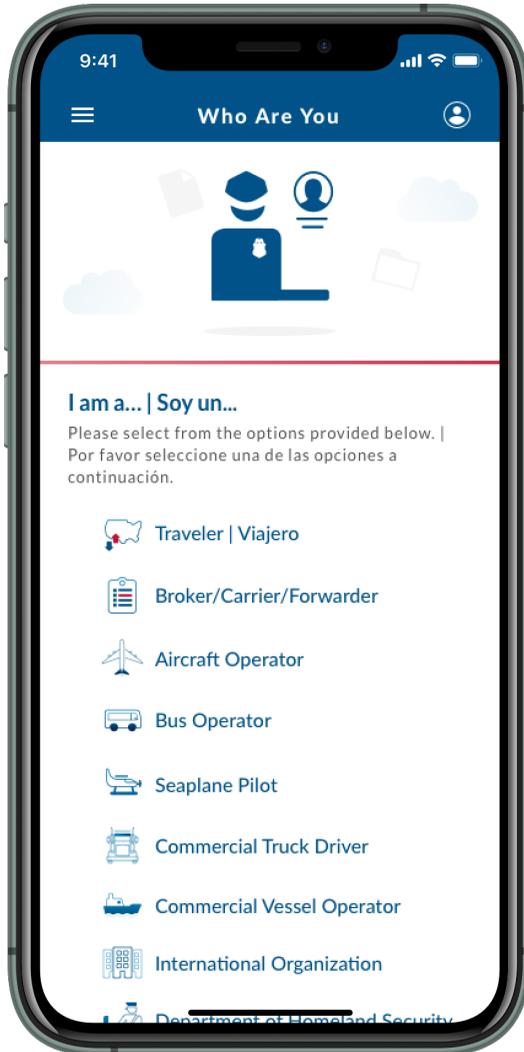

16b) Confirmation Page

Once the information has been submitted, you will be directed to a confirmation page. Please save your confirmation number. Note: You must schedule your presentation when within close proximity of the Mexico border. To schedule, follow the steps on slide 13.
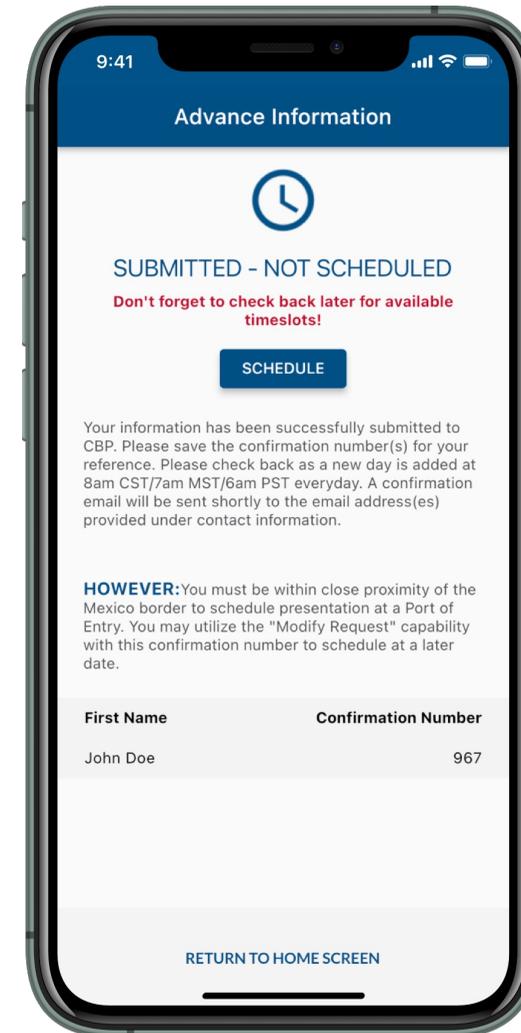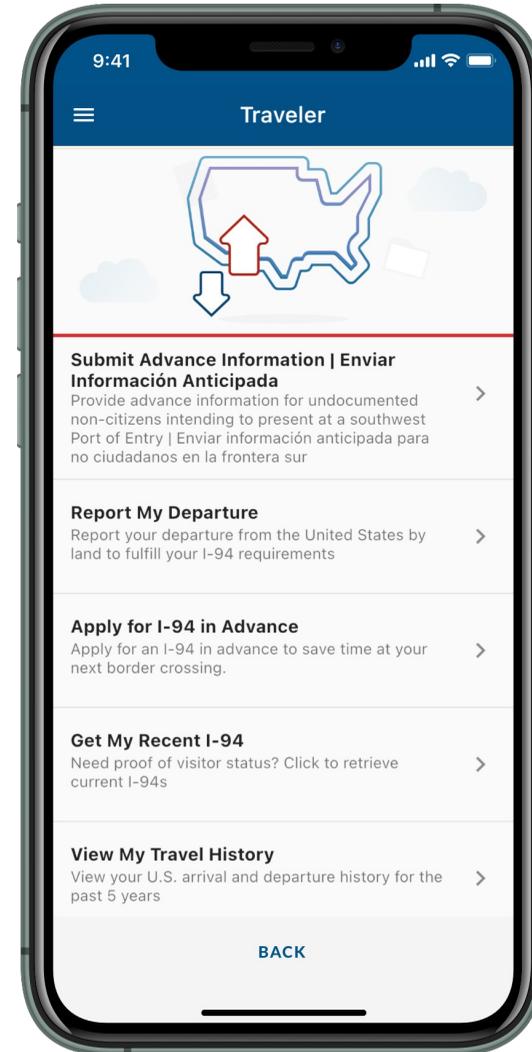
1) Who Are You
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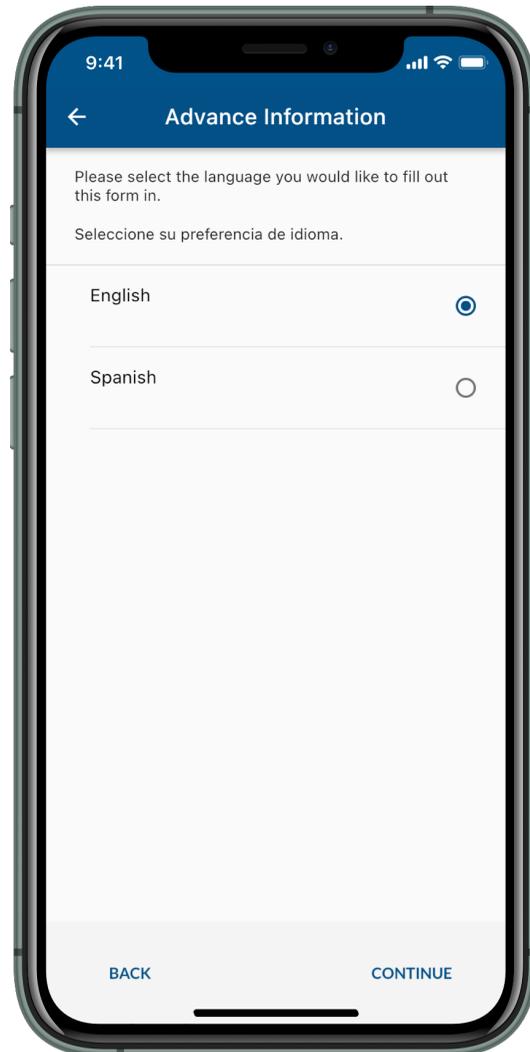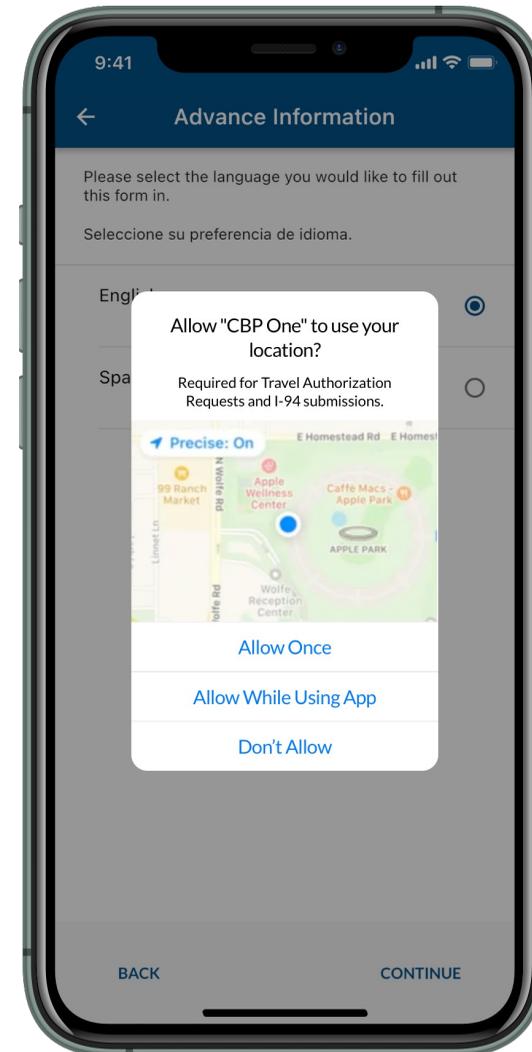Select "Submit Advance Information | Enviar Información Anticipada."

3) Language Preference

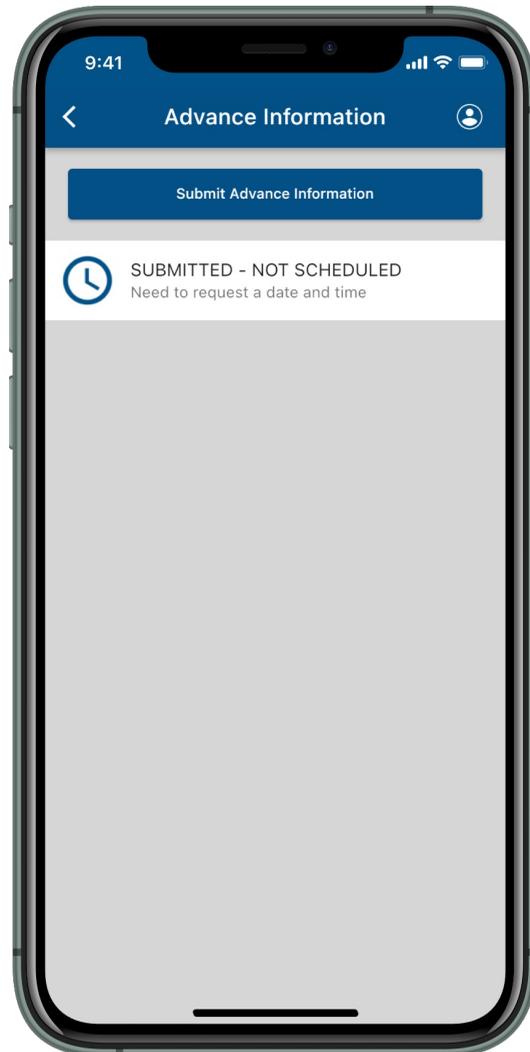Select your preferred language and select "Continue."

4) Location Permissions

A pop-up requesting permission to use location services will appear. Select "Allow Once" or "Allow While Using App."
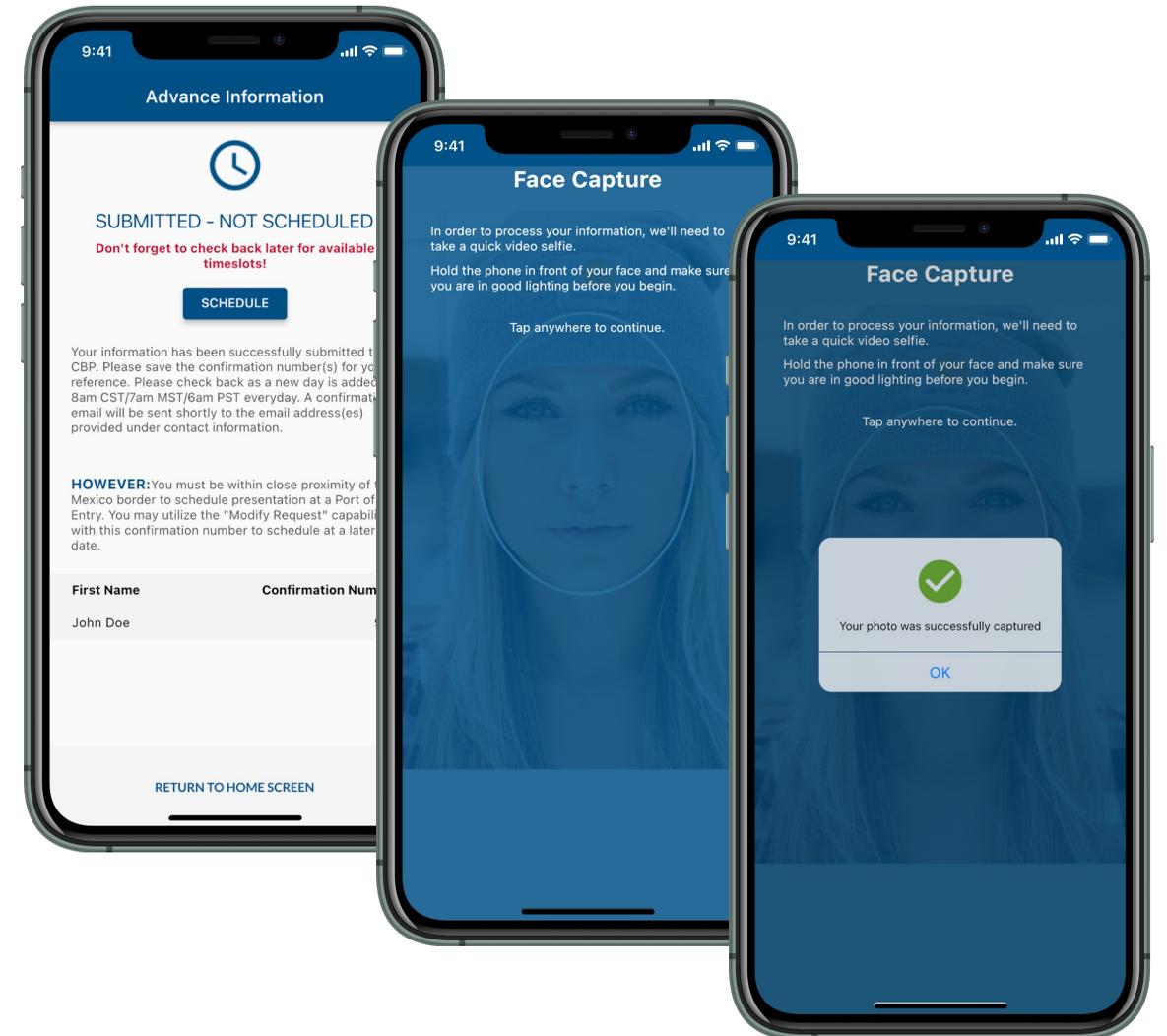

14

5) Select Submission

Select the submission associated with your request.

6) Schedule

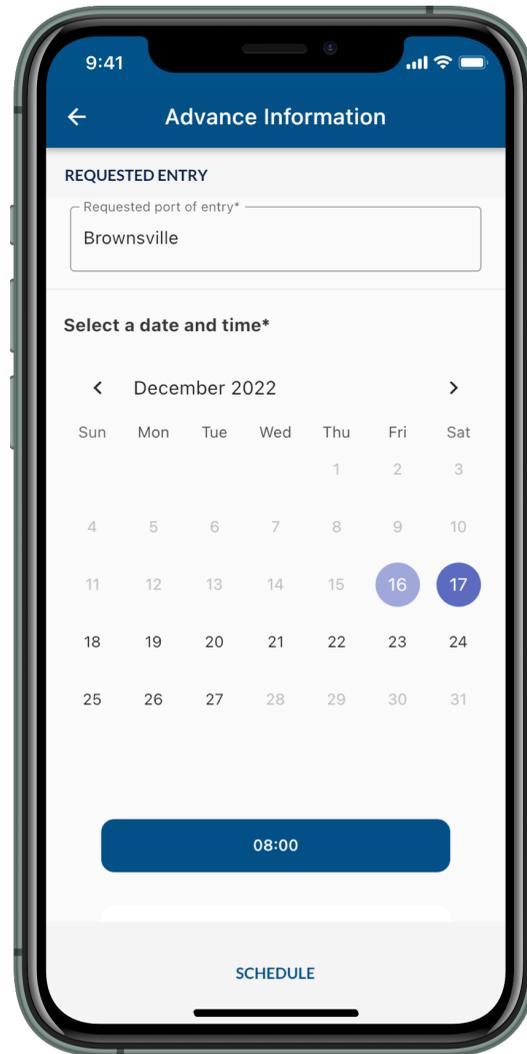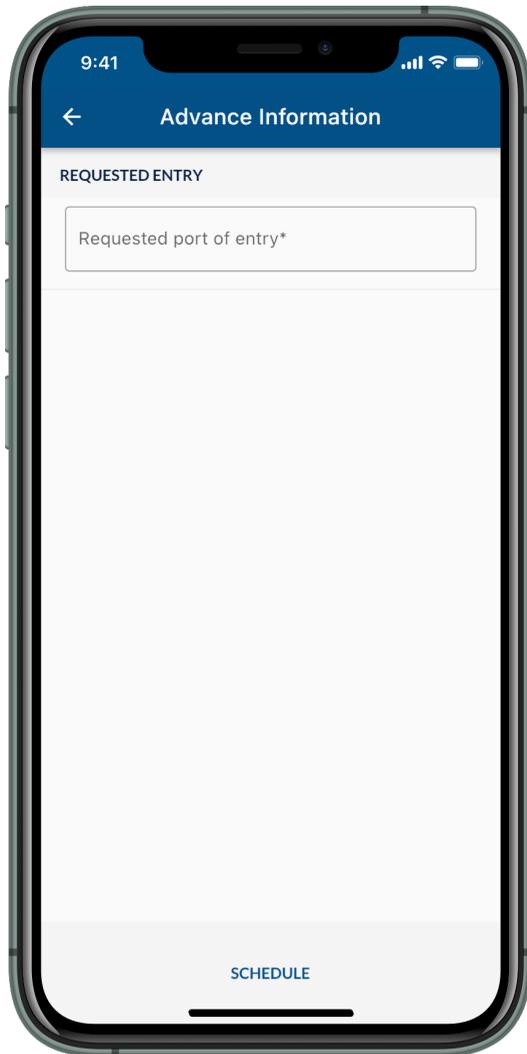Select "Schedule" and follow the instructions on-screen.

Note: You must be within close proximity of the Mexico border in order to schedule.
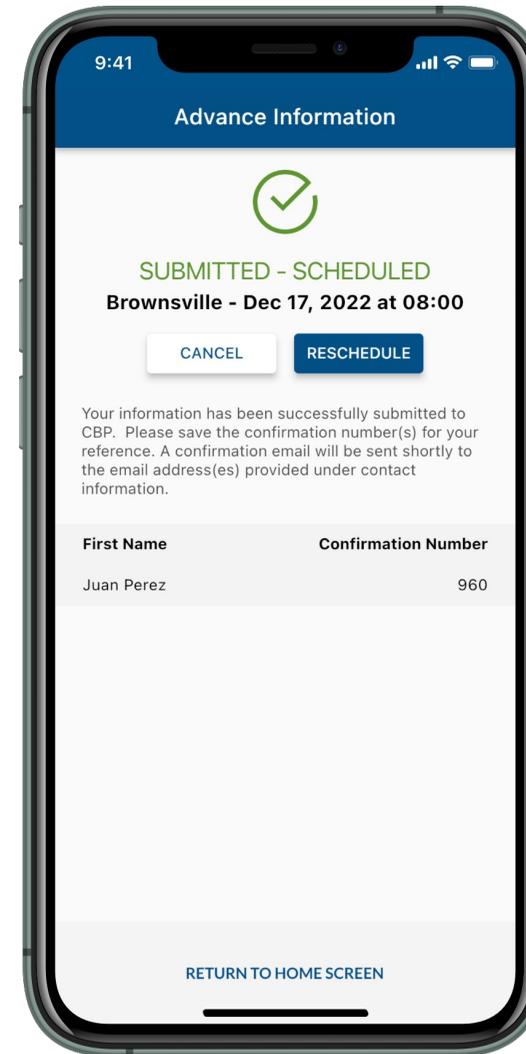
7) Schedule Your Entry

Select requested port of entry, then select a date and time. Review the screen and ensure that all information is accurate, then select "Schedule."

8) Confirmation

Once the advance information has been submitted, you will be redirected to a confirmation page where you can cancel or reschedule your entry. Please save your confirmation number.
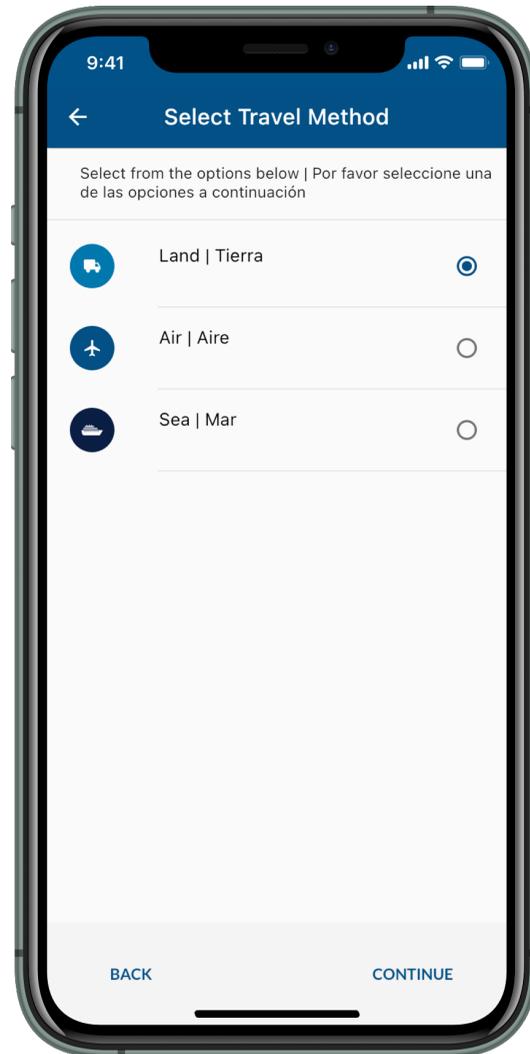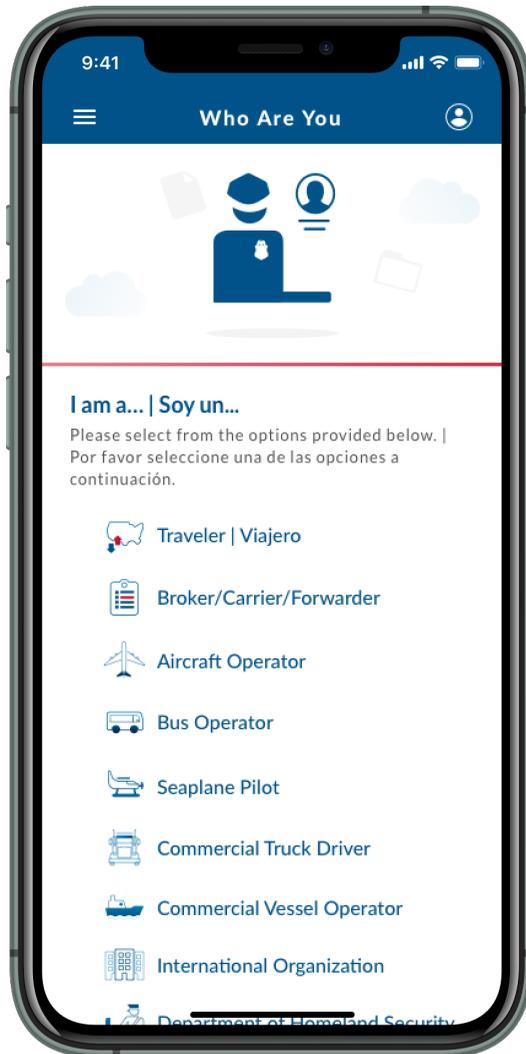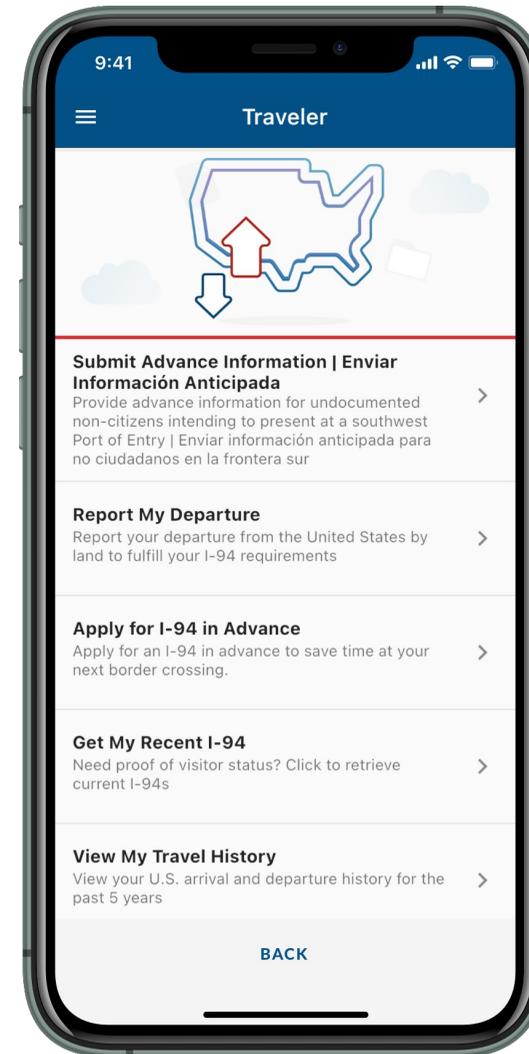
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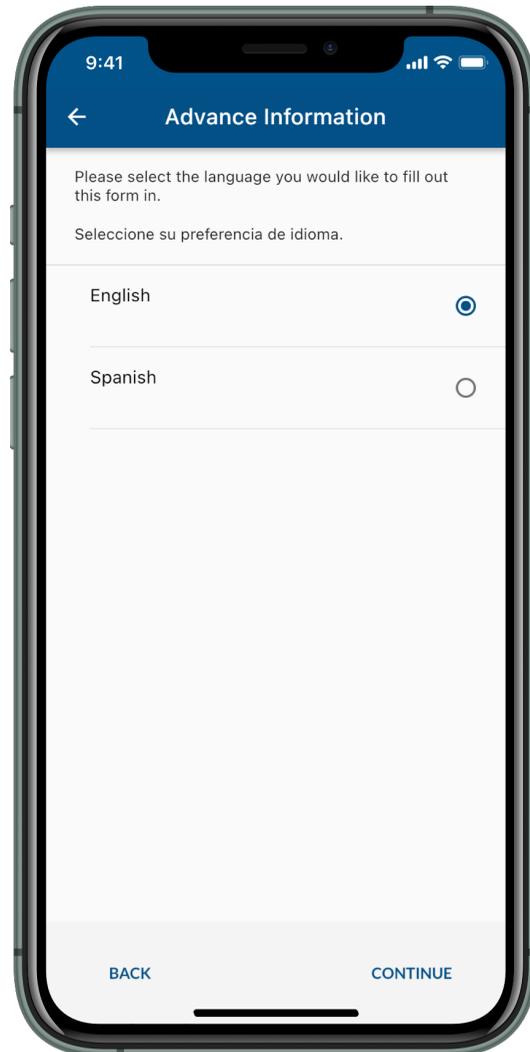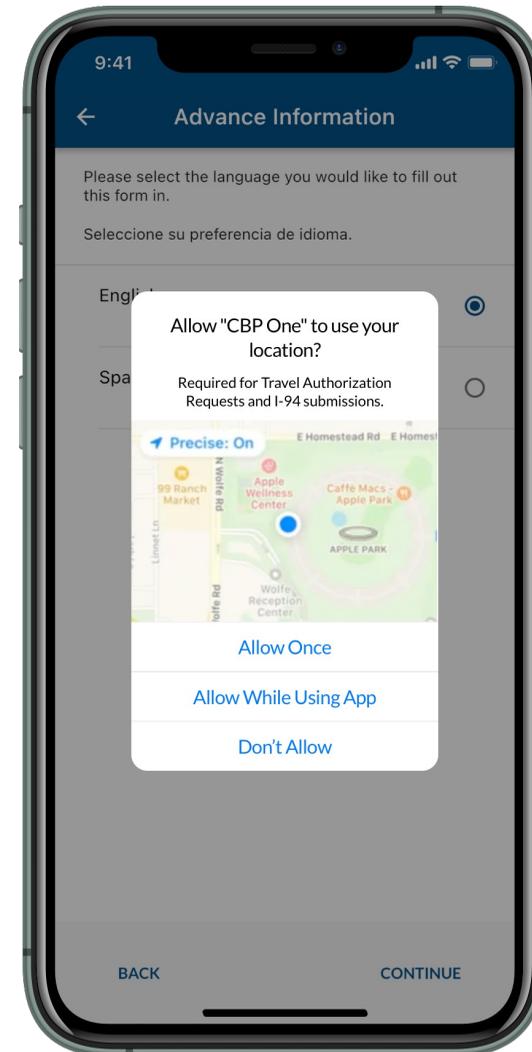Select "Submit Advance Information | Enviar Información Anticipada."

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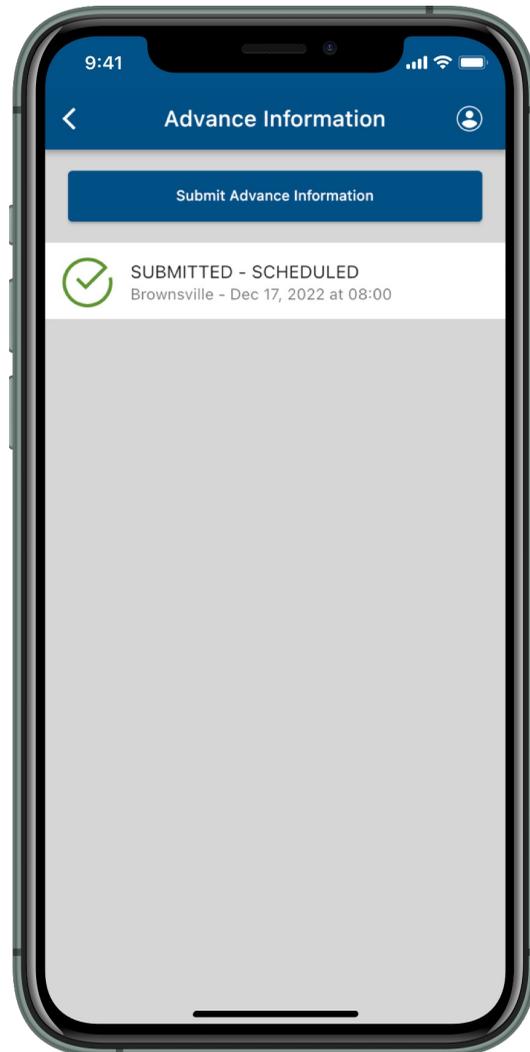
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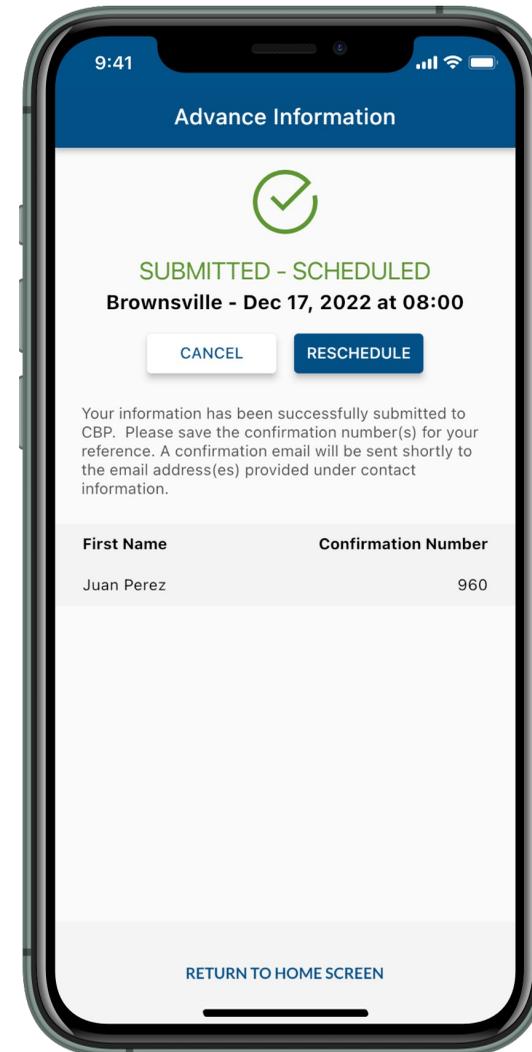
5) Submission Selection

Select the submission associated with your request.

6) Request Information

From this screen you can request to cancel or reschedule your presentation date. To cancel, proceed to Step 7a. To reschedule, skip to Step 7b.
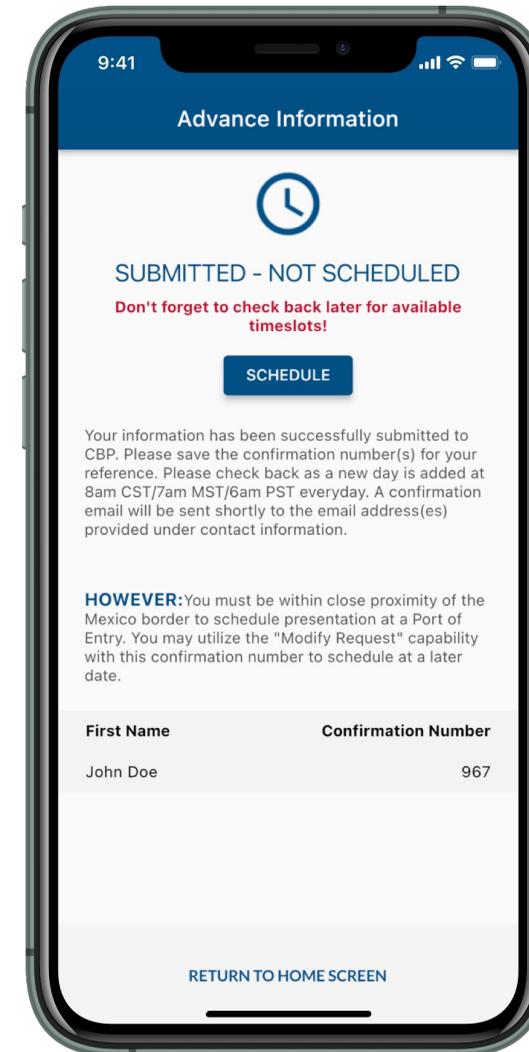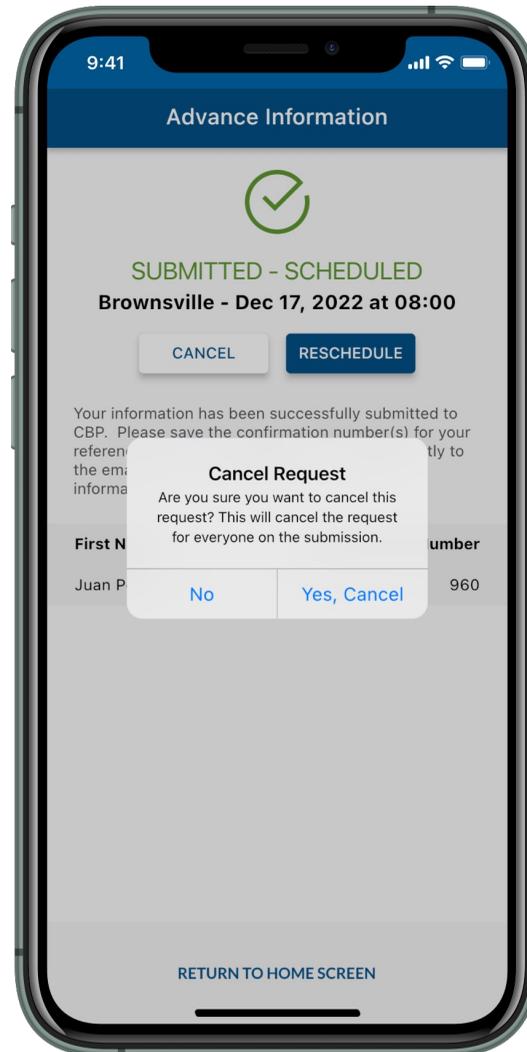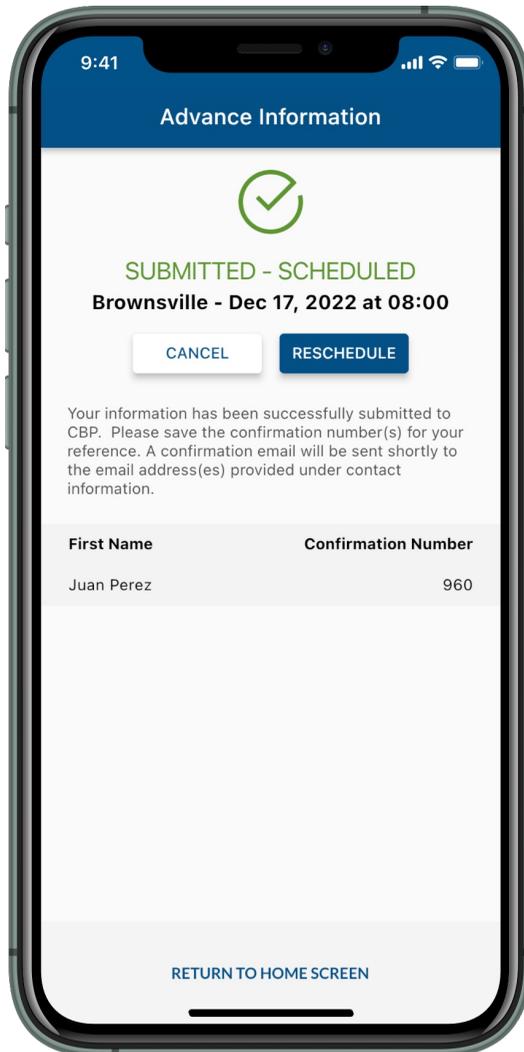
7a) Cancel Request

Select "Cancel," review the pop-up, then select "Yes, Cancel" to cancel your request. Proceed to Step 8a.

8a) Cancellation Confirmation

Once the request has been cancelled, you will be directed to a screen where you can reschedule the presentation date, if desired.
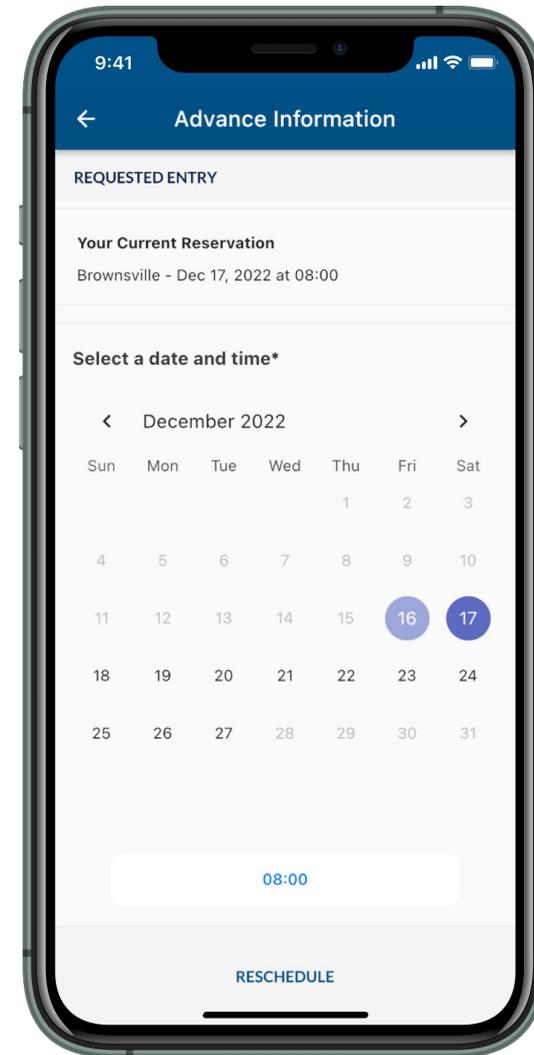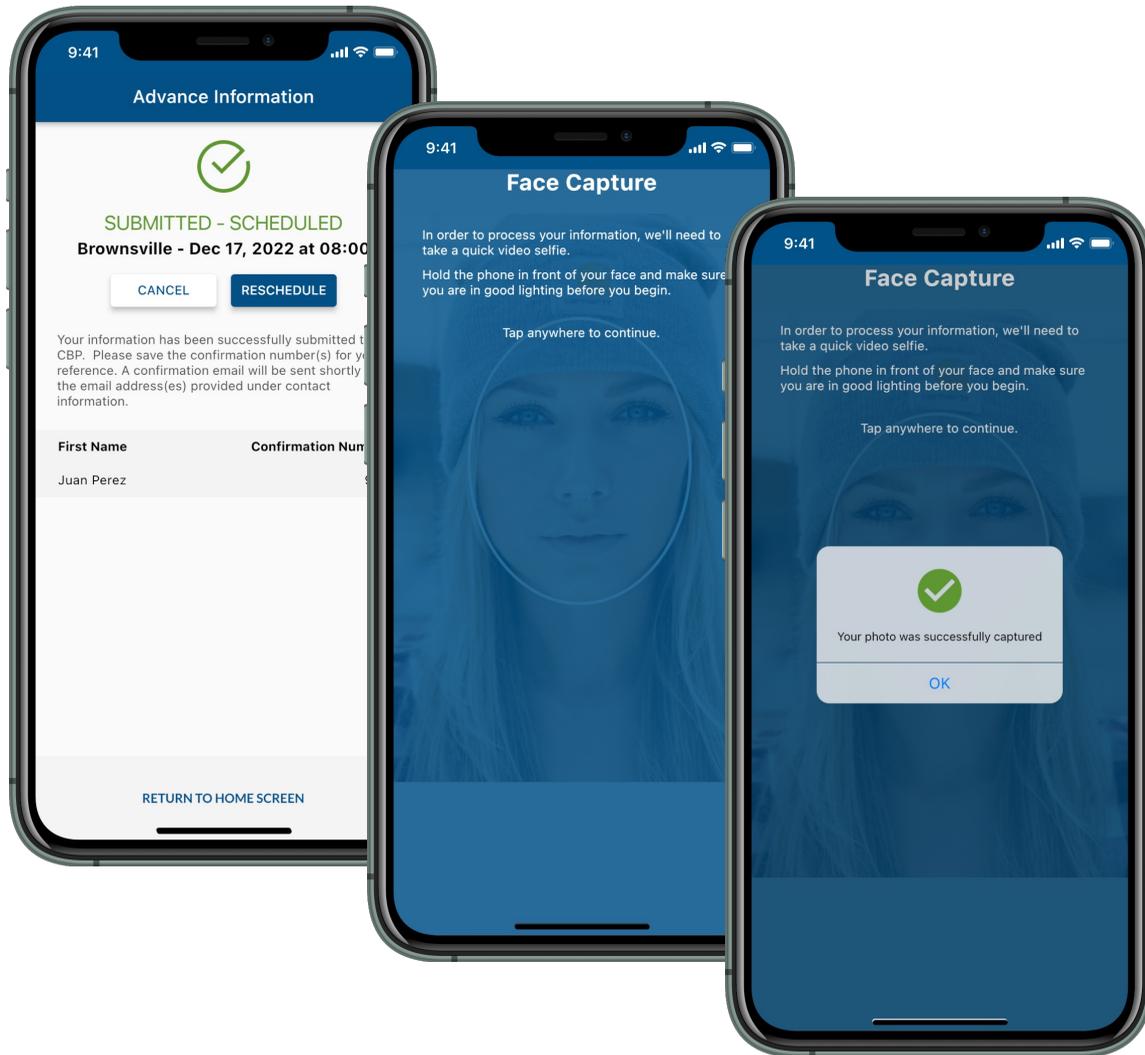
7b) Reschedule Presentation Date

Select "Reschedule" and follow the instructions on-screen. Note: You must be within close proximity of the Mexico border in order to schedule. Proceed to Step 8b.

8b) Reschedule Presentation Date

Select a new date and time. Review the screen and ensure that all information is accurate, then select "Reschedule." Proceed to Step 9.

9) Reschedule Confirmation

Once the advance information has been submitted, you will be redirected to a confirmation page where you can cancel or reschedule your entry. Please save your confirmation number.